

# Super User Call

July 31<sup>th</sup>, 2017



# Introduction

## Welcome

- Today's Agenda:

- Training Dates
- Training Locations
- Training Information
- Pilot Highlights
- Level 3 Certs

- Super User Role
- How to Submit UPC's
- Questions



*Healthy People. Healthy Communities.*

Department of Public Health & Human Services



# Training Dates

## Pilot- Done

### State Wide

- Training 1 August 22<sup>nd</sup>-23<sup>rd</sup>
  - Helena
  - Helena Training Center Airport
- Training 2 August 29<sup>th</sup>-30<sup>th</sup>
  - Great Falls
  - 201 First Street South, Suite #1

### State Wide

- Training 3 September 6<sup>th</sup>-7<sup>th</sup>
  - Billings
  - 111 North 31<sup>st</sup> Street
- Training 4 September 12<sup>th</sup>-13<sup>th</sup>
  - Missoula
  - 2677 Palmer, Suite 100



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# Training Information

- Training locations are full (Helena has a couple spots)
- There will be a list of hotels that have state rate rooms available sent to each person
  - A block of rooms were made in Missoula due to room rates
- The homework will be sent out via email about one month prior to training
- Reimbursement forms will be given out at the training
- **PLEASE TRAVEL TOGETHER**

# General Reminders

- May want to schedule light the first few weeks of rollout.
- May want to block off time the week before rollout for prep.
  - Update food packages
  - Get materials ready (Food List, Participant Booklet, Cardholder, etc.)
  - Training staff, etc.
  - This was discussed on June's conference call- PLEASE REVIEW!

# Pilot Highlights

- Clinic staff felt it was easier than they thought
- Clinic staff said they felt prepared
- A few hiccups with UPC's
  - Fixed some
  - Hard to keep up to date
- Self check outs are not working
- 15-20 minutes extra for appointments

# Level 3 Certs

- Purpose is final end-to-end POS testing for eWIC readiness.
- Testing normal transaction procedures, but also will test for anticipated problems.
- Coordinating with POS providers to be on-site during certifications, very effective training strategy.
- Developing strategy for L3 statewide, are seeking contractors to assist.



# How to Submit UPC's

- Required information:
  - UPC Code
  - Product brand and name
  - Product type (cereal, milk etc.)
  - Product Size
  - Store where product is available
  - Submitters contact information
  - The front label and the nutrition label of the food request for review
- Two ways to submit:
  - Online fillable form
  - WIC Shopper app (will be discussed on the June conference call)



# Questions

- “Is there going to be a cut off limit on how many cards we can replace or amount a client will have to pay if they keep losing the eWIC cards?”
  - No, there is no cut off limit but we will be monitoring this at the State Office and if we notice someone get new cards often we will reach out to the participant.

# Questions

- “Will a DFS family with multiple HH’s use one card or will they be issued separate cards for each individual?”
  - They will have a card per HH. So if a family has 3 foster children, they will have 3 cards.

# Dates for Calls

- All calls will be at 9:00AM
- All calls will be WebEx and recorded
- Mostly the **last Monday** of the month:
  - August 28<sup>th</sup>
  - September 25<sup>th</sup>



Questions?